

PAST PERFORMANCE INFORMATION
NIH CONTRACTOR PERFORMANCE CUSTOMER SURVEY QUESTIONNAIRE

Please complete the following questionnaire and return to the attention of:

Zetherine Gore
Rockledge Building 2
Room 6144, MSC 7902
6701 Rockledg Drive
Bethesda, Maryland 20892-7902

by *(Date)* Friday, October 4, 2002

This survey pertains to:

Department/Component:

Solicitation Number: NHLBI-OR-P-02-123

Date of Survey:

Name of Person Completing Survey:

Signature of Person Completing Survey:

Your Company/Agency: NIH

Your Role in this Contract: Task Project Officer

Survey Period of Performance:

General description of products/services required under the contract:

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RATINGS

Please answer each of the following questions with a rating that is based on objective measurable performance indicators to the maximum extent possible. Commentary to support very high or very low rating should be noted on page 6.

Assign each area a rating of 0 (Unsatisfactory), 1 (Poor), 2 (Fair), 3 (Good), 4 (Excellent), or 5 (Outstanding). Use the attached Rating Guidelines as guidance in making these evaluations. Circle the appropriate rating.

QUALITY OF SERVICE

- | | | | | | | | | |
|----|--|---|---|---|---|---|---|-----|
| 1. | Compliance with contract requirements: | | | | | | | |
| | | 0 | 1 | 2 | 3 | 4 | 5 | N/A |
| 2. | Accuracy of reports | | | | | | | |
| | | 0 | 1 | 2 | 3 | 4 | 5 | N/A |
| 3. | Level of knowledge, experience, and training of personnel | | | | | | | |
| | | 0 | 1 | 2 | 3 | 4 | 5 | N/A |
| 4. | Capability of personnel to perform required services | | | | | | | |
| | | 0 | 1 | 2 | 3 | 4 | 5 | N/A |
| 5. | Effectiveness of personnel in performing required services | | | | | | | |
| | | 0 | 1 | 2 | 3 | 4 | 5 | N/A |
| 6. | Overall quality of service | | | | | | | |
| | | 0 | 1 | 2 | 3 | 4 | 5 | N/A |

TIMELINESS OF PERFORMANCE

- | | | | | | | | | |
|----|-------------|---|---|---|---|---|---|-----|
| 1. | Reliability | | | | | | | |
| | | 0 | 1 | 2 | 3 | 4 | 5 | N/A |

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2. Responsive to technical direction

0 1 2 3 4 5 N/A

3. Meets contract delivery schedules and/or task deadlines

0 1 2 3 4 5 N/A

BUSINESS RELATIONS

1. Effective management, including subcontracts

0 1 2 3 4 5 N/A

2. Reasonable/cooperative behavior

0 1 2 3 4 5 N/A

3. Responsive to contract requirements

0 1 2 3 4 5 N/A

4. Notification of problems

0 1 2 3 4 5 N/A

5. Flexibility

0 1 2 3 4 5 N/A

6. Pro-active vs reactive

0 1 2 3 4 5 N/A

COST CONTROL

1. Current, accurate and complete billings

0 1 2 3 4 5 N/A

2. Relationship of negotiated costs to actuals

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0 1 2 3 4 5 N/A

3. Cost efficiencies

0 1 2 3 4 5 N/A

CUSTOMER SATISFACTION

1. The contractor is committed to customer satisfaction.

a. Contractor Management Personnel

Yes No (*circle one*)

b. Contractor Onsite Facility Personnel

Yes No (*circle one*)

ADDITIONAL COMMENTS

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Rating Guidelines

	QUALITY OF PRODUCT OR SERVICE	COST CONTROL	TIMELINESS OF PERFORMANCE	BUSINESS RELATIONS
0-Unsatisfactory	Contractor is not in compliance and is jeopardizing achievement of contract objectives	Contractor is unable to manage costs effectively	Contractor delays are jeopardizing performance of contract objectives	Response to inquiries, technical/ service/ administrative issues is not effective
1-Poor	Major problems have been encountered	Contractor is having major difficulty in managing costs effectively	Contractor is having major difficulty meeting milestones and delivery schedules	Response to inquiries, technical/ service/ administrative issues is marginally effective
2-Fair	Some problems have been encountered	Contractor is having some problems in managing costs effectively	Contractor is having some problems meeting milestones and delivery schedules	Response to inquiries, technical/ service/ administrative issues is somewhat effective
3-Good	Minor inefficiencies/ errors have been identified	Contractor is usually effective in managing costs	Contractor is usually effective in meeting milestones and delivery schedules	Response to inquiries, technical/ service/ administrative issues is usually effective
4-Excellent	Contractor is in compliance with contract requirements and/or delivers quality products/services	Contractor is effective in managing costs and submits current, accurate, and complete billings	Contractor is effective in meeting milestones and delivery schedules	Response to inquiries, technical/ service/ administrative issues is effective
5-Outstanding: The contractor has demonstrated an outstanding performance level in any of the above four categories that justifies adding a point to the score. It is expected that this rating will be used in those rare circumstances when contractor performance clearly exceeds the performance levels described as "Excellent."				